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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/584,306	05/31/2000	Eric James	99EC035/77526	3172

7590   08/26/2003

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EXAMINER
NGUYEN, QUYNH H

ART UNIT	PAPER NUMBER
2642	

DATE MAILED: 08/26/2003

Please find below and/or attached an Office communication concerning this application or proceeding.

PTO-90C (Rev. 07-01)

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *Amendment filed 7/21/03* .

2a)☐ This action is **FINAL**.   2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *2-52* is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *2-52* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

11)☐ The proposed drawing correction filed on _____ is: a)☐ approved b)☐ disapproved by the Examiner.

    If approved, corrected drawings are required in reply to this Office action.

12)☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

13)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____ .

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

14)☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).

    a) ☐ The translation of the foreign language provisional application has been received.

15)☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) _____ .
4) ☐ Interview Summary (PTO-413) Paper No(s). _____ .
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: .

DETAILED ACTION

1.   The text of those sections of Title 35, U.S. Code not included in this action can

be found in a prior office action.

Claim Rejections - 35 USC § 103

2.   Claims 2, 4, 6-13, 17, 18, 20-23, 24, 26-34, 37, 38, 40-46, and 48-52 are rejected

under 35 U.S.C. 103(a) as being unpatentable over Clare et al. (U.S. Patent 5,465,286)

in view of Huang et al. (U.S. Patent 6,577,726).

Regarding claim 2, Clare et al. teach automatically monitoring entities in a call

center (col. 11, lines 50-54); monitoring physical location information of entities and

updating the electronic floor plan to provide and reflect a change in physical location

information of the entities (col. 12, lines 26-64); displaying the electronic floor plan on

the workstation of the supervisor (Fig. 1, 20 and Abstract, lines 3-12).

Clare et al. do not teach monitoring and detecting logons and logoffs of the

entities, and modifying configuring information within a look up table.

Huang et al. teach a system and method for enabling a user / an agent to log in

at any work station in a network using his/her unique agent ID to login to the

configuration at different workspace locations, different computers and utilize computer

telephony integration (CTI) with a CTI enabled teleset (col. 1, lines 36-66 and col. 2,

lines 22-30). While the user/agent is in the office at his/her desk or in another office at

different desk, he/she is able to receive inbound calls (col. 3, lines 1-18). The CTI

application uses the unique agent ID to find the teleset from a system configuration

table for authentication purposes (col. 5, lines 5-29).

It would have been obvious to one of ordinary skill in the art at the time the

invention was made to incorporate the features of monitoring and detecting logons and

logoffs of the entities, and modifying configuring information within a look up table, as

taught by Huang, in Clare's system in order to add more capability of providing and

reflecting a change physical location information based upon the monitoring of the

logons and logoffs of the entities to Clare's system beside relying on radio transmitting

to determine the location of agents.

Regarding claims 4, 24 and 46, Clare teaches entities includes agent/personnel

(Fig. 13, 61), consoles/agent terminals (col. 11, lines 61-63). Clare does not teach

printers and facsimile. It would have been obvious to one of ordinary skill in the art at

the time the invention was made that any working station would have at least a printer

and facsimile to better serve customers.

Regarding claims 6, 26 and 48, Clare teaches monitoring ("updated") the

changes (col. 11, lines 50-60). However, Clare does not teach comparing physical

location at a second time with physical location at a first time. It would be necessary to

compare the physical location at a second time with the physical location at a first time

in order to display the updated information.

Regarding claims 7, 27 and 49, Clare does not teach notifying a supervisor if the

physical location information has been changed. It would have been obvious that one

of the purposes of monitoring physical location of an entity in a call center is to notify the supervisor.

Regarding claims 8, 28, and 37, Clare teaches recording physical location information and retrieving the recorded physical location information (col. 10, lines 32-51). Clare does not teach physical location information that is improper is maintained in a list of entities without physical location information. It would have been obvious that physical location information are not needed for improper location information, for example, there is no graphical image display on the electronic floor plan for an entity if an entity is located at an improper location.

Regarding claims 9, 10, 29, and 30, Huang et al. teach the physical location is entered by a call center user or server computer (user/agent log into CTI configuration with CTI enabled teleset).

Claims 11 and 31 are rejected for the same reasons as discussed above with respect to claims 5 and 8.

Regarding claims 12, 32, and 33, Clare teaches the recorded physical location information is determined by getting physical location information from a database (Fig. 1, memory in applications processor 50).

Regarding claims 13, 17, 18, 34, 38, and 52, Clare does not teach translating includes using a look-up table to create a relationship between physical location information and graphical form and placing graphical image and using bit map drawing tools to produce two-dimensional image of the electronic floor plan. It would have been obvious to one or ordinary skill in the art at the time the invention was made that

looking-up a table to create a relationship between physical information and graphical

form, graphical image in order to provide proper and accurate drawing.

Regarding claims 20 and 40, Clare teaches the locating system updates the

location information every one second/in near real time. It would have been obvious

that the locating system would have identified an entity, which has physically moved in

order to update the location information.

Regarding claims 21, 41, and 22, 42, 43, 50, Clare does not teach the electronic

floor plan is updated with a prediction of physical location information based upon a

history of physical location information and is archived and retrieved for later analysis. It

would have been very useful in call center environment that prediction of physical

location information based upon a history of physical location information and is

archived and retrieved for later analysis in order to assist supervisor in planning.

Claim 23 is rejected for the same reasons as discussed above with regard to

claim 1. Furthermore, Huang et al. teach means for monitoring physical location of

agents of the call center based on the logons and logoffs of the agents (CTI middleware

server with CTI application, and hotelling enabled teleset). Clare et al. teach means for

updating the electronic floor plan (Fig. 1).

Claims 44 and 45 are rejected for the same reasons as discussed above with

regard to claim 1. Furthermore, Clare et al. teach an entity monitor comprises a

programmable computer which monitors entities for physical location information to

provide an electronic floor plan (col. 12, line 65 through col. 13, line 21); a supervisors

workstation that displays the electronic floor plan (Fig. 1, 20 and Abstract, lines 3-12);

and an informer that updates the electronic floor plan displayed on the supervisors

workstation to provide and reflect changes in physical location information of the entities

(col. 13, line 46 through col. 14, line 32).

Claim 51 is rejected for the same reasons as discussed above with regard to

claim 11.

3.   Claims 3, 5, 14-16, 19, 25, 35, 36, 39, and 47 are rejected under 35 U.S.C.

103(a) as being unpatentable over Clare et al. (U.S. Patent 5,465,286) in view of Huang

et al. (U.S. Patent 6,577,726) and further in view of Matsuda et al. (U.S. Patent

6,268,872).

Regarding claims 3, 14, 15, 35, and 36, Clare and Huang do not teach physical

location information includes Cartesian coordinates, latitude and longitude meridians,

and radius vector and angle and proper Cartesian coordinates can be graphically

represented on the electronic floor plan.

Matsuda et al. teach a three-dimensional graphics language called Virtual Reality

Modeling Language (VRML) that enables description of a three-dimensional space and

setting of objects drawn in three-dimensional graphics; furthermore if entity 61 in Fig. 13

moves from one location to the next location, the Cartesian coordinates would change.

It would have been obvious to one of ordinary skill in the art at the time the

invention was made that Cartesian coordinates would be needed for proper graphically

representation of the electronic floor plan.

Claims 5, 19, 25, 39, and 47 are rejected for the same reasons as discussed above with respect to claims 3, 14, 15, 35, and 36. Furthermore, Clare teaches electronic floor plan includes a bit map image (col. 10, lines 37-51).

It would have been obvious to one of ordinary skill in the art at the time the invention was made that vector graphics, object oriented graphics, and VRML browser are used for displaying a three-dimensional space and the advantage of using them are also well known.

Claim 16 is rejected for the same reasons as discussed above with respect to claim 37.

Response to Arguments

4.   Applicant's arguments with respect to claims 2-52 have been considered but are moot in view of the new ground(s) of rejection.

5.   Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 703-305-5451. The examiner can normally be reached on Monday - Thursday from 6:30 A.M. to 5:00 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9314.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-4700.
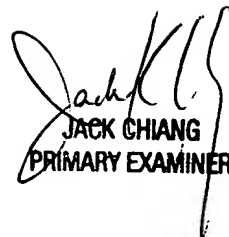
qhn

Quynh H. Nguyen
August 18, 2003

JACK CHIANG
PRIMARY EXAMINER